



FAMILY INDEPENDENCE AGENCY VISION AND VALUES HONOREE'S November 2004



DEVRA DAWSON
Wayne Co. S. Central CFS

- ◆ Fair; tells the truth.
- ◆ Knows the policy and has excellent resources; she is willing and able to help not only her staff but others.
- ◆ Great example of integrity, inclusion and excellence.
- ◆ Leads by example; supportive and empathetic.
- ◆ She exemplifies integrity; great coach; honest.



JAMES SANVILLE
BJJ – Bay Pines

- ◆ Hard worker who does job without playing games.
- ◆ His positive values are contagious.
- ◆ Honest, patient, and hard working.
- ◆ Honesty; helpful; hard working.
- ◆ Honest; great role model; fair; trusting; great sense of self; accountable and creative.
- ◆ Responsible all the time.



NANCY HEBERT
Lenawee County FIA

- ◆ Goes above and beyond for us and our customers; stands up for us even when she isn't popular; behaves fairly to all individuals.
- ◆ Nancy can be counted on the honestly assess workers' production. She sets the example of excellence for her own job. Cares for all workers.
- ◆ Asks for ideas and feedback. Gives praise and thanks.
- ◆ Nancy has worked very hard to create a team in our unit. She had a great challenge when she took the job.



BRENDA DAVIDSON
Berrien County FIA

- ◆ Concern for others; knowledge of workers' job; sense of humor; down to earth with lots of integrity.
- ◆ Includes her staff in decision-making regarding changes in services; she is fair and knowledgeable in policy; cares through words & action.
- ◆ Stands up for employees; clear understanding of importance of children's services.
- ◆ She's accessible; listens; and really cares about her workers.
- ◆ She is fair; she shows no ego; and she relates well and listens.
- ◆ Goes beyond what is expected; knowledgeable of policy and cares about her staff; honest & includes field staff in decisions when allowed.
- ◆ She illuminates integrity, inclusion, and excellence.



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GWAIN McCREE
Calhoun County FIA

- ◆ Visiting all workers on a regular basis - inclusion.
- ◆ He gets around the office to see how staff are doing. He makes himself available for all to come to him.
- ◆ Makes everyone feel equally important and understands the pressure we have.
- ◆ He listens to all employees; he shows he cares about his employees and how to handle different responsibilities.
- ◆ He treats all employees equally, showing them respect; is honest and inspires others by his example.
- ◆ Open door policy; availability to employees; listens to other's ideas; encourages others.
- ◆ He has a listening ear and is willing to make changes.



ERNESTINE MORGAN
Wayne Co.-
Medbury/Concord District

- ◆ Displays all four qualities.
- ◆ On many occasions, customers have complained to her concerning their case. She always has a smile and is polite to customers.
- ◆ Strives for perfection; policy knowledge; goes beyond the job; teamwork.
- ◆ Always tries to provide excellent customer service; fair person; team player.
- ◆ She is willing to listen and take your idea into consideration.
- ◆ She is always available to help; she supplies policy clarification.
- ◆ Motivation and encouragement to continue to respect and service all persons - customers and employees.
- ◆ She is polite, knowledgeable, helpful; rewards staff; acknowledges staff.
- ◆ She always offers a helping hand. She doesn't treat us as if we are beneath her.



JOYE SHARP
Ingham County FIA

- ◆ Integrity/Inclusion/Excellence - knowledgeable and expert in all areas; willing to share/train staff.
- ◆ Is aware of my entire caseload; is always there for guidance; very supportive and encouraging; makes you feel appreciated.
- ◆ She helps anyone with any problem; she is almost always available for workers.
- ◆ Excellent, patient, supervisor.
- ◆ Excellence in work.
- ◆ She values her employees; she does what she says and stands by it.



**SAVATORE SELDEN-
JOHNSON**
Kent Co. Cascade District

- ◆ Kindness; warmth; listening skills.
- ◆ She always seems honest, respectful and aware of programs.
- ◆ She includes people in decisions and demands excellence.
- ◆ Considers needs of clients & employees; takes pride in personal performance as well as Agency performance goals; supports teamwork.
- ◆ Open to staff by showing willingness to share information; positive and supportive; goes out of her way to acknowledge staff.
- ◆ Kindness; encouragement.



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DEBI CAIN
Domestic Violence &
Treatment

- ◆ Fair; consistent; respectful; inclusive in decision-making in addition to honest, direct, communication.
- ◆ She listens to everyone fairly; actively seeks input before implementing anything new; listens to everyone's views & can see their views.
- ◆ Clearly defined expectations and goals; fairness; explains why we are going in a direction; exceeds the standard every time.
- ◆ People nationwide seek her advice; respects those who work for her; is always seeking to know the effects of our actions on others.
- ◆ Hires good people and respects their work; shares information; includes constituents and stakeholders; does what she says she will do.
- ◆ When problem-solving, looks at issue from all possible sides; asks for feedback/thoughts from others; encourages to use "team" approach.



JANET HOPPER
Oakland Co. Baldwin Dist.

- ◆ Helps all staff, regardless of what unit they are in; willing to right to your desk to help you get something done correctly.
- ◆ Works well with others; treats everyone the same; compassion with workers on getting work completed.
- ◆ She is honest and trustworthy; she always seeks input from her staff; strives for and encourages quality; a true team player.
- ◆ Positive attitude; on time at work; prompt in work; good attitude towards others; SOPs timely.
- ◆ Being sensitive towards all employee needs and concerns. Being fair and supportive; being impartial.



MARIA TENDERO
BJJ Arbor Heights

- ◆ She keeps the needs of the kids at the forefront. She is smart, open, willing to learn, and supportive of families & co-workers.
- ◆ They exemplify all of the above.
- ◆ Very professional - high rate of integrity - a real sense of fair play and ethics.
- ◆ Good communicator; accountable; puts family first; empathetic and sympathetic; treats people fairly - including family, employees, residents.
- ◆ Responsible; dependable; and has good communication skills.
- ◆ She was the example we used to identify the behaviors and qualities of a good worker.



CYNTHIA PUSHMAN
Crawford County FIA

- ◆ Keeps us informed of things that are happening and affect workers and customers; she is honest and takes pride in her job.
- ◆ Devoted to doing an excellent job.
- ◆ Always positive and helpful with others.
- ◆ Always positive and fair; keeps staff informed; willing to pitch in and help where and when needed.
- ◆ Keeps staff informed; active in community associations and organizations.